



## **FAQs/Sidewalk Shoveling Exemption Program**

**1. What is the Sidewalk Shoveling Exemption Program?** The Sidewalk Shoveling Exemption Program (SSEP) exempts qualified residents for two consecutive snow seasons from enforcement by the Department of Public Works (DPW) for not removing snow and ice from their sidewalks within the first eight hours of daylight after the end of a winter storm. Once approved, residents must apply every other year to DPW to continue to receive the exemption. The next exemption period is from November 1, 2021 - March 31, 2023. The deadline to apply is September 30, 2021. Residents who are currently enrolled in the program need not reapply and will continue to receive this benefit through March 31, 2023.

**2. Who is eligible for the exemption?** Qualified DC residents who meet the following criteria:

- They own and live in their own homes (single-family or apartment building with no more than three units), AND
- They are 65 years old or older and/or living with a disability.

**3. How are property owners notified of the requirement to shovel their sidewalks and that an exemption from enforcement is available for qualified residents?** The Department of Public Works reaches out to qualified residents by:

- Mailing postcards to residential property owners.
- Including information about SSEP in the English and Spanish versions of the snow brochure that is posted on [snow.dc.gov](https://snow.dc.gov)
- Providing links for the English and Spanish brochures to the DC Public Library for electronic distribution to their stakeholders.
- Providing English printed snow brochures for the Department on Aging and Community Living to deliver to their stakeholders.
- Posting snow-related messages weekly on [Nextdoor](https://nextdoor.com) during snow season
- Providing information about the program to members of the District Council, their staff members and Advisory Neighborhood Commissioners.

**4. How can residents apply for the exemption?** First-time applicants and those whose previous application was rejected, must apply by September 30, 2021 for the two-year exemption period, November 1, 2021 – March 31, 2023. They may apply:

- Online at DPW's [website](https://shovelexemption.dpw.dc.gov)
- By calling the Mayor's Citywide Call Center at 311. Applicants should receive a confirmation number at the end of the call.
- By mailing the completed Sidewalk Shoveling Exemption application, (obtained from <https://shovelexemption.dpw.dc.gov>) to:

Department of Public Works  
Sidewalk Shoveling Exemption Program  
Solid Waste Education & Enforcement Program



250 E St SW, Suite # 430  
Washington, DC 20024

**5. Does DPW shovel the sidewalks of qualified residents?** No, DPW employees do not shovel residents' sidewalks.

**6. Is there a DC government agency that will shovel the sidewalks of qualified residents?**

Serve DC enlists volunteers to shovel the sidewalks of residents who own and live in their own homes (single-family homes only, no apartment buildings), who are 60 years of age or older \* and/or living with a disability. The Serve DC - DC Volunteer Snow Program is 100% voluntary. Contact Serve DC at (202) 727-7925 or [servedc.info@dc.gov](mailto:servedc.info@dc.gov)

**7. Suppose a resident who is exempt from the sidewalk shoveling requirement receives a ticket for not shoveling. What should that resident do?**

- If you have misplaced your Letter of Certification, the resident should call DPW's Solid Waste Education and Enforcement Program (SWEEP) at (202) 645-7190 to receive the number of the exemption approval certificate sent to the resident; then follow the instructions on the back of the ticket
- If you have your Letter of Certification, please follow the instructions on the back of the ticket.

**8. Suppose a resident who is receiving sidewalk shoveling services from Serve DC gets a ticket. What should that resident do?**

- If the resident has received an exemption from enforcement, that resident should contact DPW SWEEP at (202) 645-7190 and provide the number of the exception approval certificate, or the resident may follow the instructions on the back of the ticket to protest it.
- If the resident is receiving sidewalk shoveling services from Serve DC but has not been approved for the exemption from shoveling, the resident may protest the ticket but there is no assurance the ticket will be overturned.

**9. How much is the fine for not shoveling one's sidewalk?** The fine is \$25 for residential properties and \$150 for commercial properties. Only District of Columbia residents who meet the criteria for sidewalk shoveling exemption may qualify for the exemption from enforcement.

**10. Can a tenant in a three-unit building qualify for the exemption?** No, only a District homeowner who is 65 years of age or older and/or disabled and lives at the property can request an exemption from the sidewalk shoveling requirement.

**11. Where can I get more information about applying for the exemption?** Residents may call the Mayor's Citywide Call Center at 311 or contact DPW SWEEP at (202) 645-7190 or visit the website at <https://shovelexemption.dpw.dc.gov>.